

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

201 E. Washington Avenue, GEF 1, Room D203
Madison, WI

May 17, 2002
10:00 AM - 12:30 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

COMMITTEE: **Members** (Present = X) **Alternates** (Present = X)

X Nancy Buckwalter, Co-Chair	DWD/DWS	X Tom Younger	Marathon Co.
X Teresa Pierce Co-Chair	Workforce Connections ☐		
Phyllis Bermingham	Marathon Co.		
Doris Green	OIC-GM		
X Liz Green	Dane Co.		
X Connie Hendries	Manitowoc Co.		
X Deb Hughes	Southwest Consortium		
X Ed Kamin	Kenosha Co.		
X Shirley Kitchen	Dodge County		
X Tina Koehn	UMOS		
X Kathi Madsen	Douglas Co.		
Barb Metoxen	Oneida Nation		
X Tom Prete	Forward Services Corp.		
X Marilyn Putz	Kaiser Group		
X John Rathman	Outagamie Co.		
X Terri Rapp	Wood Co.		
X Rita Renner	YW Works		
X Shirley Ross	LaCrosse Co.		
X Jerry Stepaniak	MAXIMUS		
X Cindy Sutton	Rock Co.		
X Michael VanDyke	Door Co.		

DWD STAFF

ATTENDEES:	Kevin Huggins, DWS/BPS	Pat McDonnell, DWS/AO
	Mary Rowin, DWS/AO	Paul Saeman, DWS/BWI
	Shawn Smith, DWS/AO	Edie Sprehn, DWS/BPS
	Dianne Reynolds, DWS/BWP	Francine Horton, DWS/BWI
	Amy Mendel-Clemens, DWS/BPS	Heidi Hammes, DWS/BWP
	Mary Moyer, DWS	Jude Morse, DWS/BPS (by telephone)

GUESTS:	Pam Fendt, UWM Ctr. Econ Develop.	Michael Poma, MCDHS
	Gloria Guitan, MCDHS	Jim Nitz, Kaiser Group
	Cheryl Cobb, UMOS	Victoria Carreon, LFB
	Erin Fath, DOA	Kelly Bablitch, Sen. Moore's office
	Jane Batha, Concera Corp.	Kathleen Mulligan-Hansel, IUF
	Karyn Rotker, ACLU-WIT	Beth Smith, AFSCME
	Beth Lyden, Workforce Connections	
	Carol Medaris, WI Council on Children & Families	

Recorder: Sandy Walrack, BPS

Minutes Approval

There was brief discussion of the minutes of the April meeting. The motion to approve was made by Tina Koehn and seconded by Mike Van Dyke. The motion carried. Deb Hughes asked that minutes reflect she had abstained as the notes were shared late and she had not had time to review the April minutes.

Issue/Discussion: Check-In on C&I Revitalization Process (Mary Rowin and Teresa Pierce)

C&I Subcommittees are advisory to the W-2 C&I Committee for recommendations from the W-2 C&I Committee to DWS. In addition, Mary Rowin will take W-2 C&I recommendations to the DWD Secretary when appropriate. DWD requests that the W-2 C&I Subcommittees and W-2 C&I Committee use the DWD formats for issue papers, etc.

Handout from DWS: Issue Paper Format (see attached).

Subcommittees are to establish the Subcommittee's priorities, set up ground rules, and workplans. DWD staff can facilitate bringing questions or issues from the Subcommittees to DWS or the DWD Secretary's Office as appropriate. DWD staff contacts for each Subcommittee facilitate bringing DWD or other state information to the Subcommittee. Subcommittees make their own arrangements for meetings, meeting notes, etc. DWD staff can help with information on how to set up meeting rooms and telephone conferences.

Biennial Budget assignments will be made to Subcommittees. The Department will seek feedback from the Subcommittees.

A system and parameters for Subcommittee topics was discussed. All W-2 C&I Committee members will be provided with the topics Subcommittees are working on. Handout from DWS and Teresa Pierce: Subcommittee Parameters (see attached).

Issue papers from Subcommittees should be sent to Teresa Pierce and Nancy Buckwalter before the 10th of the month to allow the Issue Paper to be considered at that month's W-2 C&I Committee meeting. For urgent topics, this will allow discussion by the W-2 C&I Committee and responses from DWD by the next W-2 C&I Committee meeting.

Milwaukee monitoring documents are outside the Subcommittee process.

Nancy asked that each member get name and other information on alternates for W-2 C&I Committee members to Sandy Walrack. Teresa Pierce stated that the information has already been collected via the data forms sent to all members. Members were asked to send any updates to Sandy, otherwise Sandy will use the data sheets.

Issue/Discussion: Updates from Subcommittees**Contract Issues Subcommittee - Tina Koehn**

Tina Koehn and others discussed Contingency Fund issues. Handout: from the Subcommittee - W-2 Contingency Fund Access (see attached). Shawn Smith stated it might not be possible to get DOA approval in 10 business days as stated in the draft.

Teresa Pierce asked who the Subcommittee should ask for information from the legislature, etc. DWD will identify this person.

Nancy stated that any funds that are contracted out should be tracked and there should be criteria against which staff could review to make sure there has not been mismanagement of funds by the W-2 agency. Teresa said regional Contract Managers should have the funding information and know where each of the W-2 agencies in the region are on the funding. Tom Prete said benefit lines can not be mismanaged by the W-2 agency. Mary Rowin stated that with the variations in Entered Employment an agency could experience difficulties and this is a management issue. Connie Hendries expressed concerns about the change in the light touch approach and the impact on funding.

Tina Koehn requested a liaison person for the Joint Finance Committee. The Department will communicate DWD concerns and suggestions on Contingency Fund criteria to the Subcommittee.

Mary stated that the Contingency Fund is not to be used to adjust all allocation problems. It was set up for unforeseen circumstances. Mike VanDyke states that agencies believe the Contingency Fund is to be used to supplement their contracts. The Subcommittee will consider these issues.

Other handouts from the Contract Issues Subcommittee: Meeting notes, 2000-01 W-2 Contract Exhibit A, on Contingency Fund, Chart of W-2 Contract Expenditures Contract-to-Date, W-2 C&I Committee Background Paper on Contingency Fund from 1999, W-2 Contract Data developed by the W-2 Contract Issues Subcommittee. (All handouts are attached).

CARES Village Subcommittee Liz Green

This Subcommittee will be meeting after this W-2 C&I Committee meeting.

Program/Policy Development Subcommittee - Deb Hughes

Handout from the Subcommittee: Current Issues for Sub-Committee Action (see attached).

Deb reported on the status of the Current Issues for the Subcommittee:

1. TANF Re-authorization. TANF re-authorization was approved by the House yesterday. Shawn Smith gave an update on HR4737. The Super Waiver will allow states to more fully integrate programs. Mike Van Dyke asked if this would be a single funding stream. Shawn said it will not be a single funding stream and it will not allow us to move funds between separate funding streams. Tom Prete asked that this be added to the Subcommittee issues list..
2. Demonstration and Evaluation Projects
3. Issues from the Workload Symposium - Edie Sprehn and Jude Morse looked at the draft to identify issues for Subcommittees. Some of the issues may affect more than one Subcommittee.
4. Informed Choice Paper - Deb said the Subcommittee didn't feel they had the opportunity for input on this .
5. Milwaukee W-2 Advisory Panel recommendations - Margaret McMahon will present to the Subcommittee on some of the Milwaukee W-2 Advisory Panel recommendations..
6. Two-parent participation policy - There was a question about the financial penalty for not meeting the standard.
7. REVS document
8. Improve policy development and implementation procedure
9. Improve services to enrolled families - family based, families enrolled.
10. Policy and Program issues for CMC cases.

The Program/Policy Development Subcommittee is continuing its work on these issues.

W-2/IM/FSET/CC (Child CARE) Coordination Subcommittee – John Rathman

John reported that there will be three subcommittees for IMAC (Program Simplification, IT/CARES User Group, and Food Stamp Error Reduction and Alerts. Ed Kamin has reported that Susan Wood is also putting together an MA transportation group. There is also a WCHSA IM Technical Advisory Committee that coordinates with IMAC as well as the W-2 C&I IM Coordinating Committee. Ed Kamin requested that people communicate with him within two weeks if interested in participating on this Subcommittee.

There was discussion CC monitoring in the Subcommittee meeting. An Ops memo and Administrators memo were issued with the following information: 1) identifying situations of potential overpayments, 2) under-utilization, etc. in which the provider is receiving more subsidy payments than appropriate and 3) Over-payment/benefit recovery. Child care providers will be monitored.

Separately, OCC and ASD are planning some "audits" of some of the larger child care providers to verify that the attendance reported to DWD can be documented, that their record-keeping and reporting procedures are done according to rule and good practices, etc

Performance Standards Subcommittee - Tom Prete

Performance Standards Issues from the Subcommittee are in an issues document. Handout by the Subcommittee (attached).

The Subcommittee's status on the issues was reviewed:

1. Waive Selected Standards from 1st and possibly 2nd quarters of contract - Identify issues and clarify or modify.
2. Removal of CMC participants from PS Universe. - Tabled.
3. Intensive Performance Standards Training for Managers - target to Case Manager, not Performance Standards.
4. More Effective Communication to field regarding clarifications/modifications to standards - need to expedite.
5. Need for Weekly PS Reports
6. One Case Credit Expansion - assess for appropriate placement
7. SSI/SSDI removal - tabled

8. Customer Satisfaction Survey - tabled
9. Earnings Gain Standard
10. Educational Activities Attainment Clarification
11. Assessment for Appropriate Placement Issues
12. Timely Processing of extension Benchmark Change

The next Subcommittee meeting is May 22. The Subcommittee requests the state to reply to the issues where there is room for input or no time for change.

The Subcommittee has developed a draft mission statement/parameters. The Subcommittee is interested in input into the next W-2 Contract. Mary stated DWD is considering moving to a quality improvement approach. The quality improvement would include get a job, keep a job and get a better job. Nancy asked that the Subcommittee bring items they identify as a high priority to the June W-2 C&I Committee meeting.

There was discussion about the Customer Satisfaction Surveys. The results may be revised when the results are released next week. These will be final numbers for one month. Rita Renner asked that the information be looked at before the information is released. There was some discussion about if the information should be released to everyone or only released as the W-2 agencies request. Mike Van Dyke asked if there are concerns about the data, when does the information become public. Teresa asked if the information to be released next week would be valid data and Mary responded that as best we know, it is. Teresa and Rita expressed concerns with being held accountable for something that might not be accurate. Ron Blasco said cases are included in the survey only if the family has a way to get a phone message. He also said questions will be resolved before the data goes out. - People who don't have a phone or answering machine will be taken out of the numbers.

Tom Prete will send a Subcommittee report on the Customer Satisfaction Surveys to Nancy and Mary. The release of Customer Satisfaction Survey information will be tabled until the Subcommittee report is reviewed.

Caseload Fluctuations Subcommittee -Tom Younger (alternate for Phyllis Bermingham)

Tom reported on a case scenario from a Shelter Training session. In this case, a woman with five year old child was living in a car because of abuse and losing a job. The session asked what would you do? Tom reported that three said they would send the case to Marathon County. One said she was job ready. Two of the county representatives would ask that the case be transferred to emergency shelters. It was noted that a county's funding and any allocation for additional services is involved. Tom stated that Marathon County has a reputation of open doors. Teresa suggested that Tom keep a record of this and send information on to the regional offices. Nancy agreed. Then if it's a failure to serve, the regional offices will follow-up with the agency.

There was a question about the job ready policy and this was referred to the Program/Policy Development Subcommittee. Deb expressed concerns about housing being a new entitlement. Mike cautioned the Committee that there may be seventy-two different philosophies (for each Wisconsin county) on what social services should be and the W-2 C&I Committee won't change a social services agency's philosophy. Nancy noted that we have the responsibility to assure that everyone has access to services. Mary stated that we need clarification on what we are contracting for. Teresa suggested this issue be referred to DWD to get DWD's interpretation on what the policy means. Tom Prete asked if this could be an issue of failure to serve. Shawn suggested this issue be referred to the Contract Issues Subcommittee regarding the job ready category. Teresa suggested that the DWD Secretary's philosophy is participants have the right to apply, be assessed and placed. Nancy stated that this would be assigned to both the Contract Issues and Program/Policy Development Subcommittees.

Caseload Statistics (part of the Caseload Fluctuations Subcommittee report) - Paul Saeman

Paul handed out documents regarding caseloads. Handouts from DWS: 1) Characteristic of the W-2 Payment Caseload Increase, 2) Cumulative W-2 Payment Caseload Increase, 3) Questions about W-2 Caseload Increases, and 4) W-2 Caseload Snapshots (see attached).

Tom reported that the Caseload Fluctuations Subcommittee is on hold temporarily, while Phyllis Bermingham is out, unless someone else is interested in being the chair of the group.

Tom Prete asked why the report still had the "most likely scenario" as the caseloads will drop the next month. Tom said that the report has used that assumption for many months, and the trend doesn't support that assumption anymore. Mary said they just talked about that this week and the labels for the projections were going to be re-evaluated. Mary stated that even in the currently labeled "most likely scenario" the state will run out of W-2 money prior to the contract end date.

Issue/Discussion: Service Delivery Initiative - Mary Rowin

Mary Rowin stated that we have not applied for nor received a waiver. The focus is on the process and identifying the program issues. DWD is working with the National Governor's Association, which will provide technical assistance, bring in information and people from other states. The focus is to take W-2 Job Centers to the next level. Priorities include are we adequately matching workers to employees for quality performance on getting a job, keeping a job, and getting a better job. Mary asked that the Committee bring issues/problems/concerns on service delivery to Shawn Smith and Deb Hughes or Marilyn Putz on the Program/Policy Development Subcommittee. Teresa stated that this issue will be a standing issue on the W-2 C&I Committee agenda.

Issue/Discussion: W-2 Payment Cycle Presentation - Pat McDonnell

This presentation will be re-scheduled to another meeting due to time constraints at this meeting.

Meeting was adjourned.

NEXT MEETING DATE: **June 21, 2002**
 10:00 AM
 201 East Washington Ave.
 GEF 1, Room D203
 Madison